

# South Carolina Department of Disabilities & Special Needs

## Day Services Observation Review Tool

July 2017 through June 2018

*This tool is to be used by the reviewer to determine whether the noted expectation is evident. Information may be discovered from interactions with staff and people who receive services, by observations, and/or record review. Observations and other discovery methods such as interactions with residents and staff members, and record reviews should be used to determine if, on the day of the review, the noted requirements was "evident," "partially evident," or "not evident."*

Area/Expectation		Observation Look for evidence (interview staff, participants, and observe) to determine whether or not the following is occurring:	Guidance/Suggested sources for evidence			
1	<p>Services are provided in a manner that promotes dignity and respect.</p> <p><i>[Supports Basic Assurances® Factors 1B, 1C, 1D, Factors 2A, 2B, 2C, 2D, 2E, Factor 6B, 7E, and Factor 8A, 8B, 8C]</i></p>	<ul style="list-style-type: none"> <li>Personal care is maintained in private settings.</li> <li>Participants are extended the same courtesies that anyone would expect.</li> <li>The general atmosphere is positive and engaging.                             <ul style="list-style-type: none"> <li>People are greeted when coming into the facility.</li> <li>The facility is well lit.</li> <li>The facility is free from offensive odors.</li> </ul> </li> </ul>		Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments:						
2	<p>Services are provided in a manner that promotes health, safety, and well-being.</p> <p><i>[Supports Basic Assurances® Factors 5A, 5B, 5C, 5D, 5E, 5F, Factor 6A, 6B, and Factors 8A, 8B]</i></p>	<ul style="list-style-type: none"> <li>Participants are assisted as requested/needed.</li> </ul>		Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments:						
3	<p>Services are provided in a manner that promotes individual choice and responsibility.</p> <p><i>[Supports Basic Assurances® Factors 1B, Factor 2E, and Factor 8A, 8B]</i></p>	<ul style="list-style-type: none"> <li>Participants are encouraged to exercise responsibility.                             <ul style="list-style-type: none"> <li>Services are provided in the least intrusive manner.</li> </ul> </li> </ul>	<p><i>Independence is encouraged and prompting only occurs as needed.</i></p> <p><i>Participants are encouraged to use manners/be polite.</i></p>	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments:						
4	<p>Services are provided in a manner that promotes relationships and</p>	<ul style="list-style-type: none"> <li>Participants are encouraged to interact with staff, community members, family, friends, and each other.</li> <li>While working, staff are not participating in activities separated from participants.</li> </ul>	<p><i>Participants are interacting with each other.</i></p> <p><i>Participants can communicate about</i></p>	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>

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	<b>community connections.</b>  <i>[Supports Basic Assurances® Factors 3A, 3B, 3D, and Factor 8A, 8B.]</i>	(Ex. Lunch, breaks, socializing with co-workers)	<i>their relationships including those in the community and in their home.</i>			
<b>Comments:</b>						
5	<b>Services are provided in a manner that promotes personal growth and accomplishments.</b>  <i>[Supports Basic Assurances® Factors 1B, 1E, Factor 2D, 2E, and Factor 8A, 8B]</i>	<ul style="list-style-type: none"> <li>• Activities are functional/meaningful and designed to achieve a specific outcome:                         <ul style="list-style-type: none"> <li>○ There is no simulated or “practice” work that is done over and over.</li> </ul> </li> </ul>	<i>Do participants know why they are doing what they are doing?</i>  <i>Can participants communicate that they have gained a skill or accomplished a personal goal?</i>	<b>Evident</b> <input type="checkbox"/>	<b>Partially evident</b> <input type="checkbox"/>	<b>Not evident</b> <input type="checkbox"/>
<b>Comments:</b>						
6	<b>Services are person centered.</b>  <i>[Supports Basic Assurances® Factors 1B, 2E, 7C, 7D, 8A, 8B, 9A, 9C]</i>	<ul style="list-style-type: none"> <li>• Training/activities are strength based and results oriented and reflect participants’ interests and preferences, and choices:                         <ul style="list-style-type: none"> <li>○ Participants are engaged in meaningful training/activities with the expectation of achieving their personal goals.</li> <li>○ Participants choose their training/activities.</li> <li>○ Participants are interested in the training/activities they are participating in.</li> <li>○ Not all participants are doing the same thing.</li> <li>○ There are a variety of choices of training/activities.</li> <li>○ Participants are not sleeping.</li> <li>○ Training/activities are age appropriate.</li> </ul> </li> </ul> <p>Staff are knowledgeable about participants’ needs, interests, preferences and strengths and these are reflected in their personal goals.</p>	<ul style="list-style-type: none"> <li>&gt; <i>Do participants know how their goals/ objectives are set?</i></li> <li>&gt; <i>Are participants able to change their goals and/or training/ activities?</i></li> <li>&gt; <i>Are training /activities meaningful to participants?</i></li> <li>&gt; <i>Are participants learning new skills?</i></li> <li>&gt; <i>Have participants communicated their desired goals and interests?</i></li> <li>&gt; <i>Participants communicate that they are enjoying their daily training/activities.</i></li> <li>&gt; <i>Ask staff how participants have changed/progressed as a result of their training/activities.</i></li> <li>&gt; <i>Can staff communicate supervision needs of participants?</i></li> </ul>	<b>Evident</b> <input type="checkbox"/>	<b>Partially evident</b> <input type="checkbox"/>	<b>Not evident</b> <input type="checkbox"/>

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			<p>&gt; Can staff describe a Behavior Support Plan for a participant?</p> <p>&gt; Can staff communicate medical concerns that could impact a participant's day?</p> <p>&gt; Can staff communicate participants' interests?</p> <p>&gt; Can staff communicate strengths of each participant?</p>			
Comments:						
7	<p>Services are responsive, and staff demonstrate engagement and commitment to quality training/activities.</p> <p><i>[Supports Basic Assurances® Factors 2B, 2D, 2E, 7C, 7D, 8B]</i></p>	<ul style="list-style-type: none"> <li>Staff are responsive to participants: <ul style="list-style-type: none"> <li>There is frequent and positive interaction between staff and participants.</li> <li>Participants are not being ignored.</li> <li>Staff are not congregated together and/or apart from participants.</li> </ul> </li> </ul>	<p>Are participants initiating interaction with staff?</p> <p>Are participants responded to in a timely manner?</p>	<p>Evident</p> <input type="checkbox"/>	<p>Partially evident</p> <input type="checkbox"/>	<p>Not evident</p> <input type="checkbox"/>
Comments:						
8	<p>Services promote community inclusion.</p> <p><i>[Supports Basic Assurances® Factors 2D, 3B, 8A, 9A]</i></p>	<ul style="list-style-type: none"> <li>Participants are encouraged to participate in the community: <ul style="list-style-type: none"> <li>There are minimal participants in the facility.</li> <li>Many participants are going into the community for training/activities.</li> </ul> </li> <li>Staff attire blends in with participants' attire.</li> <li>Services provide opportunities for participants to interact with non-disabled, non-paid staff in and out of the facility.</li> </ul>	<p>Participants communicate about recent training/activities in the community.</p> <p>Attire does not identify staff as paid caregivers – ex. scrubs.</p> <p>Are there guest speakers, therapy pets, or vendors with whom individuals can interact?</p>	<p>Evident</p> <input type="checkbox"/>	<p>Partially evident</p> <input type="checkbox"/>	<p>Not evident</p> <input type="checkbox"/>
Comments:						